Amazing happens when AI chatbots enhance user experiences.

A government agency in charge of voting services recognized a need to upgrade their outdated chatbot with a newer, more enhanced solution to service their constituents more effectively and efficiently.

Opportunity and priorities

During the discovery phase of the project CDW uncovered several focus areas:

- The responses provided by the chatbot had to be both accurate and current, avoiding outdated information from previous elections.
- The solution needed to minimize the back-and-forth interactions between the bot and users by offering responses in the user's native language. The ability to switch between languages seamlessly was critical to maintaining a coherent conversation, and this functionality was also extended to live agents.

Solutions and services

CDW transformed the chatbot's capabilities by integrating Amazon Bedrock with Amazon Lex and addressed key focus areas with the following technology:

- Intelligent Queue Management

- Multilingual Support

- Bedrock Guardrails

- Amazon Kendra

- Validation and Testing

Outcomes

The new Amazon Bedrock-powered solution has revamped the customer's chatbot into a highly adaptive, multilingual and intelligent assistant that not only supports live agent escalation but also provides accurate, real-time information to voters. This dynamic approach significantly reduces the need for manual updates, as the bot adapts and learns over time. While the triage functionality helps the bot resolve inquiries autonomously, improving the overall user experience.

For more use cases, exclusive technology content, and customer stories from your industry, visit **CDW.com/ResearchHub.**

CDW